

PATIENT PARTICIPATION GROUP

26th September 2022

Present at meeting: Dr E Humby (GP Partner), Mr E Cameron (Practice Manager), Ms Amran Hussein (Link Worker) and Mrs K Nichols (secretary)

Patient attendees:

PW, SS, MA, DT, NC, PD, JW, RC, DA, RM, DM, LH, SF, AA, SM, KW and MO

- Welcome and introductions – Dr Humby and Mr Cameron welcomed the attendees to the meeting and made their introductions, with that of Amran Hussein (Somali Link Worker). This meeting is for patients of the surgery and anyone who is registered with the practice. One aim was to increase the attendance to reflect the diversity of the local population served by Lawrence Hill Health Centre.
- The minutes of the previous meeting were reviewed and items discussed following the previous meeting.
- EC commented on how many people are now using the surgery website, at present this numbered around 1,500 which was very encouraging. EC and EH acknowledged that access to the practice (by phone or on-line) was challenging at present. It was hoped that more patients would use the E-consult feature on the website to contact the surgery with queries or requests. It was felt that the link to E-consults should be made more prominent on the website. EC explained that it was hoped more on-line bookable appointments should be available from 1st October but at present the practice was waiting to hear Government and local Health Authority guidelines regarding this. There would still be over the phone bookable appointments for those without internet access. Patient feedback regarding the website was very useful and was encouraged. It was highlighted that the Agenda for this meeting was not available on line and ***it would be very useful to have this on the website and easy to find (ACTION)***
- It was understood that there was a lot of frustration and long waits for patients trying to contact the surgery by phone. EC reported to the group that a new phone system would be installed in the next coming weeks. It was hoped that 3 new Receptionists would be hired and would be starting very soon. This would alleviate congestion at the Reception desk and also ease the long waiting time to get through on the phone. The sign in screen in Reception was to be re-activated. There was a comment on whether this could be relocated away from the busy Reception area but EC was unsure if this was possible due to links with the computer booking system.
- EC explained to the group that the surgery now had a dedicated Pharmacy team – this consisted of 3 pharmacists and 1 technician who would deal with prescription queries and online requests. It was planned to have a Prescription clerk in the fullness of time to free up the involvement of Receptionists with maintaining prescription requests. Those patients wishing to repeat order scripts on line would need to register with the practice for online access. This is one of the tasks the Practice Pharmacists would deal with in conjunction with the input of any changes to medication following a hospital admission.
- EC also reported to the group that the practice was pro-actively looking to recruit more doctors to the surgery. As this is a training/teaching practice we would look to increase the placement numbers of trainee GPs accommodated by the practice. The ultimate intention would be to have 4 doctors and 2 practice nurses available most days. This would therefore have a direct impact on the number of patients seen at the surgery. EH explained to the group that we had recently recruited Emily, who is a Paramedic, and her role involved supporting the Duty Doctor of the day and being able to see patients on a face to face basis.

Nurse Practitioners were hoping to take on most of the visits to those who were housebound. The surgery would also be recruiting more admin staff to support clinical staff.

- Following the departure of Sam, our Wellbeing Coach, it was hoped that a new appointment of a Wellbeing Coach would happen soon. Sam worked with an organisation called ALIVE and EC was, at present, in discussion regarding funding with ALIVE. Overall it was felt that a Wellbeing Coach was a very positive and welcome role for patients to be able to participate in groups and activities (making use of the garden space etc at the surgery).
- Updates on clinics – the surgery would host a Covid vaccination clinic on 1st October and would be doing more in the future. At present this was only open to the over 75 group. Patients should wait until sent an invite to book a vaccination slot and were at liberty to book on line at other venues. Many clinics would be offering a combined Covid and Flu vaccination.
- Other news – the Health Visitor team was again based at LHHC. This team would support families with pre-school children and ran a clinic at the Barton Hill Settlement.
- EH reported to the group on the recent visit and inspection of the CQC (Care Quality Commission). The CQC had offered feedback on several areas including the need to check **resources and processes** and the surgery would be engaging an HR company for input. **Risk management** – there should be an increase in the number of in house meetings regarding management and processes, ie **Significant Event** meetings which discussed significant events across the board and recorded an outcome and/or change of practice. **Safeguarding meetings** (adults and children) – in order to learn around safeguarding with a view to improvement and analysis. The CQC felt there was a need for promotion in the uptake of childhood immunisations and cervical screening. The CQC felt that more patient surveys would promote good interaction along with online questions.
- **Any other business – questions or comments:** (a) Those present were keen on the appointment of a new Wellbeing Coach. (b) Could the font be increased in size for messages to those with sight problems (**ACTION**). (c) Patients liked to see the photo board back in Reception and it would be useful to know what days the clinical staff worked (**ACTION**) – either incorporated on the board or noted on the website. (d) Patients were open to survey forms being available in Reception to complete and hand in. (e) Reminders of this meeting to be text the day before?
- **Date of next meeting** – the next meeting would be held in late November – possibly on a Monday morning again – definite date to be chosen and notified to the group